

APPLY IN PERSON:

Employment Information Center (8am-5pm, Monday-Friday)
 Civic Center Plaza - 1200 3rd Avenue, Suite 101-A, San Diego, CA 92101
WEBSITE: www.sandiego.gov/empopp

**APPLY BY MAIL TO:**

JOBS - City of San Diego Personnel Department
 1200 3rd Avenue, Suite 300, San Diego, CA 92101-4107
24 Hour JOBLINE: (619) 682-1011

**CITY OF SAN DIEGO
 PROMOTIONAL OPPORTUNITY
 Open To Current City of San Diego Employees Only
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**#P2176 SENIOR CUSTOMER SERVICES REPRESENTATIVE
 *MONTHLY SALARY: \$3042 to \$3680**

***APPLICATION FILING PERIOD: FIRST DATE: September 8, 2006 LAST DATE: September 27, 2006**

Applications received later than 5:00 p.m. on the last date to apply will be rejected. Persons may apply only once during this application filing period. Future application filing periods may be announced.

REQUIREMENTS: You must meet the following requirements by the last date to apply, unless otherwise indicated.

EXPERIENCE:

Three years of full-time clerical experience which must include a minimum of one year of full-time experience:

A. As a Customer Service Representative for a water utility agency;

-or-

B. In a job performing at least two of the following customer service functions as primary job duties: 1. providing information to the public; 2. researching and reconciling billing inquiries; 3. performing initial delinquent accounts collection work.

-or-

C. Processing remittance payments in a centralized billing system.

AND

TEST OF SUPERVISORY ABILITY (TSA): You must have achieved a passing score on any City of San Diego Test of Supervisory Ability (TSA). If you have not taken the TSA exam, you must apply PROMPTLY. **A separate application for the next TSA exam must be submitted by 5:00 p.m., September 27, 2006.** Future TSA exams will be offered; however, qualified applicants who have not achieved a passing score on the TSA will be placed INACTIVE on the eligible list and not certified to the hiring department(s) until submitting proof of a passing score. **NOTE: TO WAIVE THE TSA EXAM,** you must have one year of full-time **City of San Diego** supervisory experience. Qualifying supervisory experience should reflect responsibility for the full range of supervisory duties including employee selection, training, evaluation, commendations, and discipline. If you use Out-of-Class Assignment (OCA) supervisory experience to qualify, you must submit written documentation signed by your supervisor or payroll clerk, detailing the work you performed, dates, and total number of OCA hours.

AND

TYPING SKILLS: The ability to type at a corrected speed of 30 words per minute. An **ORIGINAL (no photocopies)** typing certificate indicating the ability to type at a corrected speed of 30 WPM on a typewriter or computer keyboard must be submitted with your application. The certificate must be issued under International Typing Contest Rules and specify the net and gross speed, the number of errors and that the test was five minutes or longer. Certificates specifying more than five errors will not be accepted. **Individuals who are serving or have served in City of San Diego job classifications which meet or exceed the minimum typing requirements need not submit a typing certificate.** NOTE: If you deliver your application and original typing certificate **in person**, your typing speed data will be recorded by Personnel Department staff and returned to you at that time. If you **mail** your application and original typing certificate and want to have the certificate returned to you, you must submit a self-addressed stamped envelope with your application.

Typing tests are given at, but you are not limited to, the following locations: (Call individual centers for further information.)

Centre City / Skills Center:	(619) 388-4600	Mid-City Center:	(619) 388-4500
Cesar Chavez Center:	(619) 230-2895	North City Center:	(858) 627-2545
Educational Cultural Complex:	(619) 388-4881	The West City Center:	(619) 221-6973

DUTIES: Plan, direct, and supervise customer service activities involving: water service information; collection of utilities accounts; and the verification, adjustment, and processing of residential commercial water bills. Senior Customer Service Representatives interpret and enforce provisions of the Municipal Code and City/Department rules and regulations; answer public inquiries and initiate field investigations if necessary; resolve the more difficult and highly complex problems referred by subordinates to include responding to irate and difficult customers; prioritize, plan and assign the work of subordinates; provide technical guidance, expertise and training in dealing with customer service issues and problems; supervise, evaluate and rate the work performance of subordinates; maintain records and prepare reports; and perform related work.

HOW TO APPLY: Submit a completed **DATA ENTRY FORM** and **APPLICATION/SUPPLEMENT** (the original and ONE copy, including any attachments) for this position. Your Application/Supplement will be made available to the hiring department(s). Please submit requested materials only.

THE SCREENING PROCESS will consist of a comprehensive evaluation of the Application/Supplement for applicable education, experience, and/or training. Only those applicants who clearly demonstrate meeting the requirements specified above will be placed on the eligible list.

ELIGIBLE LIST: Candidates who are successful in the screening process described above will be placed on a **one category** eligible list which will be used to fill position vacancies during the next **one year**. For each vacancy, eligible candidates will be contacted by the hiring department for an interview.

MAS/February 16, 2001/*Rev. 2 (09-08-06)/Class 1860

THE CITY OF SAN DIEGO PERSONNEL DEPARTMENT • "WORKING HARD TO KEEP SAN DIEGO WORKING"

The City of San Diego has an active Equal Opportunity Program and vigorously supports workplace diversity. Applicants with disabilities who require testing accommodations may call (619) 236-6358. To obtain this information in alternative formats, persons with disabilities may call (619) 236-6467 or for TT (619) 236-6776.

APPLICANT INFORMATION

APPLICATION INFORMATION

Application materials must be received at the Employment Information Center NO LATER THAN 5:00 P.M. ON THE FINAL FILING DATE. Postmarks as proof of meeting the final filing date are not accepted. If you are returning your application via the U.S. Postal Service, you should use "Certified Mail-Return Receipt Requested" to provide verification of timely delivery. Do not send applications via interoffice mail.

1. Starting salaries will be determined by the hiring department.
2. The hiring department with a vacancy will contact and interview eligible candidates as needed. All candidates may not be contacted. The final selection and offer of employment is made by the hiring department, not the Personnel Department.
3. Unless otherwise stated, relevant experience may be substituted for education.
4. Eligible lists may be used on a periodic basis. As such, lists may not be used for several months. Eligible lists may be extended by the Civil Service Commission.
5. Examination requirements and processes may be revised.
6. Experience, education, and all other information provided by an applicant orally or in writing are subject to verification.

FALSIFICATION: Any misrepresentations or false statements during or after the employment process may be cause for disqualification or dismissal from employment.

GENERAL REQUIREMENTS

Requirements must be met at time of application unless otherwise stated.

The minimum age for most full-time employment is 18, unless you are 17 and a high school graduate. You must have the legal right to work in the U.S. or have U.S. citizenship. Persons hired must present acceptable proof of identity and the legal right to work in the United States and the authenticity of the documents must be verified before starting work. After hire, you will be required to sign a loyalty oath and may be required to live in San Diego County.

A CITY MEDICAL EXAMINATION including drug screening and documentation of medical history may be conducted following a conditional offer of employment or promotion. Medical condition must enable the applicant to perform the essential duties of the position.

The City of San Diego is committed to a drug and alcohol free workplace.

THE CITY OF SAN DIEGO SUPPORTS WORKPLACE DIVERSITY and does not discriminate on the basis of race, sex, age, ancestry, national origin, political/religious affiliation, sexual orientation, AIDS or HIV status, cancer, or non-job related physical/mental disability. The City is committed to making its jobs, programs, and services accessible to all persons and complies with all ADA non-discrimination requirements in its employment practices.

A CONVICTION RECORD FORM must be submitted before hire. On it you must list all criminal convictions you have had. A criminal record is not necessarily a basis for disqualification from City employment. Each applicant's conviction record will be evaluated on a case by case basis considering the type and seriousness of the crime, how much time has elapsed, and the nature of the job.

EMPLOYEE BENEFITS

City Employees may be eligible to participate in a benefit program including holidays, vacations, savings and retirement plans, health programs, and other benefits.

Benefits may change due to employer-employee contract negotiations.

REQUIREMENTS FOR PROMOTIONAL EXAMINATIONS

1. Current City employment, or currently on a Re-employment List or Leave of Absence.
2. Six months of continuous City employment in the Classified Service immediately prior to the application closing date or, if no closing date is specified, by date of application filing (exceptions: Persons recently hired from Re-employment Lists, and employees in the Unclassified Service if the employee has six months in the Classified Service with no break in service, prior to becoming an Unclassified employee).
3. Most recent performance evaluation in your current City classification must be other than "Unsatisfactory".

The provisions of this bulletin do not constitute an expressed or implied contract.

DIVERSITY BRINGS US ALL TOGETHER